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**Search Report****Database Name      Database Number**

|                    |     |
|--------------------|-----|
| BUSINESS & INDUS   | 9   |
| BUSINESS WIRE      | 610 |
| BUSINESS WIRE      | 810 |
| MCGRAW-HILL PUBS   | 624 |
| NEW PRODUCT ANNMNT | 621 |
| NEWSLETTER DB      | 636 |
| PR NEWSWIRE        | 613 |
| PR NEWSWIRE        | 813 |
| SAN JOSE MERCURY   | 634 |
| GLOBAL REPORTER    | 20  |
| MAGAZINE DBASE     | 47  |
| BUSINESS DATELINE  | 635 |
| MKT&ADV REF SERV   | 570 |
| FT INFORMATION LTD | 476 |

**Set      Description**

|    |   |
|----|---|
| S1 | ((online) AND (automated(1N)help))  |
| S2 | S1  |
| S3 | (electronic or cyber or online or on()line or internet or virtual or web)(n2)(shop? Or retail? Or mall? ? Or catalog?) or e()(shop or tail) or teleshop? Or videotext?(n2)shop? Or PC=7372640 |
| S4 | s2 and s3   |
| S5 | RD  |
| S6 | SORT /ALL/pd,a  |

- ☐ 1 Link your help desk to the Web. (Web-enabled help desk applications) (includes related articles on Fulcrum Technologies' Peter Eddison; text-based, case-based help desks) (Internet/Web/Online Service Information) - May 15 - 1996 - Gale Group Magazine Database™
- ☐ 2 Make the perfect pitch. (11 contact managers)(includes related article on sales-automation packages for

- contact managers) (Software Review)(Evaluation)** - August - 1996 - Gale Group Magazine Database™
- ☐ **3 CyberGuard Corporation Announces Nippon System Development Co. as Exclusive Distributor of TradeVPI Products in Japan.** - Oct 1 - 1998 - Gale Group New Product Announcements/Plus®
  - ☐ **4 Browsing The Best Buying Sites.(Internet/Web/Online Service Information)** - Nov 15 - 1998 - Gale Group Magazine Database™
  - ☐ **5 Cumulative Contents of the Journal of Library Automation, 1968-1981.(Directory)** - Dec - 1998 - Gale Group Magazine Database™
  - ☐ **6 GreenTree.com Redefines Customer Service in Web Retailing; Provides Innovative Real-Time Customer Service Online with Acuity's WebCenter Suite.** - June 23 - 1999 - Gale Group New Product Announcements/Plus®
  - ☐ **7 eCenter Helps Users Help Themselves : Servicesoft's new product combines Web-based access to a knowledge base with e-mail capabilities.(Servicesoft Technologies Inc's eCenter 1.0)(Software Review) (Evaluation)** - Sept 27 - 1999 - Gale Group Magazine Database™
  - ☐ **8 CompUSA Launches New Internet Company, cozone.com; 'cozone.com ushers in a new e-commerce philosophy: c-commerce. It's all about the customer.'** - Monday - October 18, 1999 - Word Count: 1,240 - Business Wire
  - ☐ **9 The real Internet benefits - How many of us are really making the Net** - November 01, 1999 - World Reporter
  - ☐ **10 cozone.com Partners With BroadVision to Satisfy Customers.** - Nov 10 - 1999 - Gale Group New Product Announcements/Plus®
  - ☐ **11 From the Front Lines.(a Web-based company must use real people and real tools)(Company Profile)** - Nov 15 - 1999 - Gale Group Magazine Database™
  - ☐ **12 \*\*\*\*Retailers Launch Banner-ad Blitz For Holidays - Survey 12/08/99.(Industry Trend or Event)** - Dec 8 - 1999 - Gale Group Newsletter Database™
  - ☐ **13 Retailers Launch Banner-ad Blitz For Holidays - Survey** - December 08, 1999 - World Reporter
  - ☐ **14 Bluestone Welcomes a Dozen New ISV Partners to Code Blue Developers Program; No Up-Front Licensing Fees for Bluestone's Industrial-Strength, Standards-Based Application Server Frameworks Allow ISVs to Affordably Deliver High-Performance, High Availability Customer Solutions.** - Jan 10 - 2000 - Gale Group New Product Announcements/Plus®
  - ☐ **15 Bluestone Welcomes a Dozen New ISV Partners to Code Blue Developers Program; No Up-Front Licensing Fees for Bluestone's Industrial-Strength, Standards-Based Application Server Frameworks Allow ISVs to Affordably Deliver High-Performance, High Availabilit** - January 10, 2000 - World Reporter
  - ☐ **16 Ebsco Promotional Products Offers Businesses Design And Ordering Capabilities Via the Web** - Thursday - March 23, 2000 - Word Count: 476 - PR Newswire
  - ☐ **17 Onyx Software Announces Alliances with Seven e-Service Software Vendors; Onyx Launches Customer and Partner Portals, Expands Onyx Portal Partner Network** - April 05, 2000 - World Reporter
  - ☐ **18 U S WEST Gives Customers More E-Business Choices** - April 13, 2000 - World Reporter
  - ☐ **19 Israeli Online Customer Service Start-Up Gives Web Sites a Personal Touch** - June 09, 2000 - World Reporter
  - ☐ **20 2000 National Technology Readiness Survey** - Tuesday - July 25, 2000 - Word Count: 1,551 - PR Newswire

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**Search Report**

| Database Name | Database Number |
|---------------|-----------------|
| ABI/INFORM    | 15              |

|                        |    |
|------------------------|----|
| PROMT (90-<br>PRESENT) | 16 |
|------------------------|----|

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|-------------------|-----|
| PROMT (1972-1989) | 160 |
|-------------------|-----|

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| COMPUTER<br>DATABASE | 275 |
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| TRADE&INDUSTRY | 148 |
|----------------|-----|

| Set | Description                                       |
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| S1  | ((automated) AND (online(1N)customer(1N)service)) |

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| S2 | S1 |
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| S3 | (electronic or cyber or online or on()line or internet or virtual or web)(n2)(shop? Or retail? Or mall? ? Or catalog?) or e()<br>(shop or tail) or teleshop? Or videotext?(n2)shop? Or<br>PC=7372640 |
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| S4 | s2 and s3 |
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| S5 | RD |
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| S6 | SORT /ALL/pd,a |
|----|----------------|

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- ☐ 1 **HOME BANKING SPECIAL REPORT: The Emerging Shape Of Screen Phones** - May - 1994 - Word Count: 1793 - Gale Group PROMT®
  - ☐ 2 **Bulletin boards. (Directory)** - Dec - 1994 - Gale Group Computer Database™
  - ☐ 3 **The 'Net effect** - Mar 1996 - Word Count: 3055 - ABI/INFORM®
  - ☐ 4 **LEADING SOFTWARE VENDORS TO USE OPEN MARKET SOFTWARE TO CREATE NEW INTERNET COMMERCE SOLUTIONS FOR BUSINESSES** - July 23 - 1996 - Word Count: 828 - Gale Group PROMT®
  - ☐ 5 **Is shopping on the Internet worth it yet? (includes related article on advice for shopping by modem, online grocery shopping, and buying a new car online) (Internet/Web/Online Service Information)** - Sep - 1996 - Gale Group Trade and Industry Database™
  - ☐ 6 **Learning the ways of the Internet** - Jan 1997 - Word Count: 4184 - ABI/INFORM®
  - ☐ 7 **Open Market Signs Its First Systems Integrator In Singapore** - April 7 - 1997 - Word Count: 672 - Gale Group PROMT®
  - ☐ 8 **Build your Web site. (Web site development) (Internet/Web/Online Service Information)** - June - 1997 - Gale Group Computer Database™
  - ☐ 9 **Fulfillment fast forward: Key trends, like using the Internet, improving customer service and partnering with vendors, will bring the industry into the next century.** - Oct 1 - 1997 - Gale Group Trade and Industry Database™
  - ☐ 10 **Network Imaging & Sybase Deliver Comprehensive Solution for Multimedia Content Management** -

Nov 18 - 1997 - Gale Group Trade and Industry Database™

- ☐ 11 **Open Market and UPS Team Up to Deliver Internet Commerce** - Dec 3 - 1997 - Word Count: 1066 - Gale Group PROMT®
- ☐ 12 **Internet commerce: where is the money? Who are the players?** - Jan 1 - 1998 - Gale Group Trade and Industry Database™
- ☐ 13 **Outside Help For Online Banking – Banks turn to outside service providers for the technology and support they need to deliver full-fledged banking on the Internet** - March 16 - 1998 - Word Count: 1468 - Gale Group PROMT®
- ☐ 14 **Outside help for online banking** - Mar 16, 1998 - Word Count: 1476 - ABI/INFORM®
- ☐ 15 **TD Bank Financial Group Signs Brightware to Enhance Online Customer Service and Sales; Early Tests During Brightware Implementation Garner Positive Results.** - April 20 - 1998 - Word Count: 771 - Gale Group PROMT®
- ☐ 16 **Customer service on the 'Net? Friend or foe?** - Jun 8, 1998 - Word Count: 1802 - ABI/INFORM®
- ☐ 17 **Banta Integrated Media Enables Christian Book Distributors to Improve Customer Service, Loyalty Via Online Business Solutions.** - June 26 - 1998 - Word Count: 747 - Gale Group PROMT®
- ☐ 18 **Intellipost Signs-up NextCard to Offer Online Consumers the Best Rewards on the Internet.** - July 27 - 1998 - Word Count: 649 - Gale Group PROMT®
- ☐ 19 **NextCard Offers Double Miles Program; Internet Credit Card Pioneer Continues to Redefine Online Shopping by Offering Double Rewards Points and Platinum Upgrades.** - July 27 - 1998 - Word Count: 690 - Gale Group PROMT®
- ☐ 20 **Intellipost Signs-up NextCard to Offer Online Consumers the Best Rew@rds on the Internet.** - July 27 - 1998 - Gale Group Trade and Industry Database™

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| Database Name          | Database Number   |
|------------------------|---|
| ABI/INFORM             | 15  |
| PROMT (90-<br>PRESENT) | 16  |
| PROMT (1972-1989)      | 160   |
| COMPUTER<br>DATABASE   | 275   |
| TRADE&INDUSTRY         | 148   |
| Set                    | Description   |
| S1                     | ((automated) AND (customer(1N)service))   |
| S2                     | S1  |
| S3                     | (electronic or cyber or online or on()line or internet or virtual<br>or web)(n2)(shop? Or retail? Or mall? ? Or catalog?) or e()<br>(shop or tail) or teleshop? Or videotext?(n2)shop? Or<br>PC=7372640 |
| S4                     | s2 and s3   |
| S5                     | RD  |
| S6                     | SORT /ALL/pd,a  |

- ☐ **1 Wandering: Slow, Steady Progress** - June 1978 - ABI/INFORM®
- ☐ **2 Cablesystems Pacific uses a simple marketing philosophy that encompasses the gamut of marketing techniques; sales, marketing research, direct mail, product mix and promotions.** - April, 1983 - Gale Group PROMT®
- ☐ **3 Demand for Convenience Spurs EFT Systems' Growth.** - Aug. 29 - 1983 - Gale Group Computer Database™
- ☐ **4 Electronic shopping makes the retail connection.** - Oct 31 - 1983 - Gale Group Trade and Industry Database™
- ☐ **5 Automation versus service: are there trade-offs?** - April 16 - 1984 - Gale Group Trade and Industry Database™
- ☐ **6 Videotex industry searches for salvation.** - April 23 - 1984 - Gale Group Trade and Industry Database™
- ☐ **7 Emphasis on education. (electronic banking) (FMI Critical Issues)** - May 7 - 1984 - Gale Group Trade and Industry Database™
- ☐ **8 ByVideo offering electronic kiosk that can be tailored to an individual chain** - May 14 - 1984 - Gale Group Trade and Industry Database™
- ☐ **9 Apparel stores display above-average productivity.** - Oct - 1984 - Gale Group Trade and Industry Database™
- ☐ **10 What's new in EFT. (electronic funds transfer)** - Aug - 1985 - Gale Group Trade and Industry Database™
- ☐ **11 The Folio:Show, Face to Face exhibit hall directory.** - Oct - 1985 - Gale Group Trade and Industry

## Database™

- ☐ 12 A powerful "management tool." (Technology) (includes related article) - Jan 13 - 1986 - Gale Group Trade and Industry Database™
  - ☐ 13 Boosting sales... electronically. (electronic-marketing technology) - March 31 - 1986 - Gale Group Trade and Industry Database™
  - ☐ 14 To succeed, electronic gadgetry must meet shoppers' needs. - Dec 8 - 1986 - Gale Group Trade and Industry Database™
  - ☐ 15 Working productively with your printer. - Jan - 1987 - Gale Group Trade and Industry Database™
  - ☐ 16 The wide world of software. (how various industries are using software) - Feb - 1987 - Gale Group Computer Database™
  - ☐ 17 Integration: manufacturers' buzzword; POS technology will take control of the retail environment. (point of sale) - May - 1987 - Gale Group Trade and Industry Database™
  - ☐ 18 Automation helps link store, staff, suppliers. (FMI Critical Issues ) - May 4 - 1987 - Gale Group Trade and Industry Database™
  - ☐ 19 Catalog system aids in searching library database. - July 6 - 1987 - Gale Group Trade and Industry Database™
  - ☐ 20 Supermarket offers retailers ATM funds network services. (Lucky Stores Inc.'s Cetron Transaction Systems Inc. subsidiary; Section 2: Connectivity) - Oct 27 - 1987 - Gale Group Computer Database™
- 

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[all](#) [none](#)

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**Search Report**

| Database Name          | Database Number   |
|------------------------|---|
| ABI/INFORM             | 15  |
| PROMT (90-<br>PRESENT) | 16  |
| PROMT (1972-1989)      | 160   |
| COMPUTER<br>DATABASE   | 275   |
| TRADE&INDUSTRY         | 148   |
| Set                    | Description   |
| S1                     | ((customer(1N)service) AND (website))   |
| S2                     | S1  |
| S3                     | (electronic or cyber or online or on()line or internet or virtual<br>or web)(n2)(shop? Or retail? Or mall? ? Or catalog?) or e()<br>(shop or tail)-or teleshop? Or videotext?(n2)shop? Or<br>PC=7372640 |
| S4                     | s2 and s3   |
| S5                     | RD  |
| S6                     | SORT /ALL/pd,a  |

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- ☐ 1 **New year on the Internet will be transforming** - Jan 1995 - Word Count: 2331 - ABI/INFORM®
- ☐ 2 **As the Internet sizzles: Online services battle for stakes** - May 1, 1995 - Word Count: 3832 - ABI/INFORM®
- ☐ 3 **IS readies for Internet push.(includes a list of issues for a Web site provider to consider and a related article on tools for building a Web presence)** - August - 1995 - Gale Group Computer Database™
- ☐ 4 **Making net export profits** - Aug 1995 - Word Count: 1483 - ABI/INFORM®
- ☐ 5 **Retailing and shopping on the Internet** - 1996 - Word Count: 7022 - ABI/INFORM®
- ☐ 6 **Catching the wave to Japan** - Feb 1996 - Word Count: 1940 - ABI/INFORM®
- ☐ 7 **The enterprise Internet connection. (connecting enterprise networks to Internet) (Technology Information)** - Feb 1 - 1996 - Gale Group Trade and Industry Database™
- ☐ 8 **Progress Is Slow For Online Sales** - Feb 3 - 1996 - Word Count: 954 - Gale Group PROMT®
- ☐ 9 **Progress is slow for online rentals. (online video rentals)** - Feb 3 - 1996 - Gale Group Trade and Industry Database™
- ☐ 10 **Why the Web is still a no-shop zone** - Feb 5, 1996 - Word Count: 1586 - ABI/INFORM®
- ☐ 11 **Wired science** - Apr 1996 - Word Count: 577 - ABI/INFORM®
- ☐ 12 **The Edutainment Catalog kicks off E3 with a look at the latest and greatest in family software from leading publishers; TEC also spotlights enhanced website, promises new experience in online shopping.** - May 16 - 1996 - Word Count: 918 - Gale Group PROMT®



- ☐ 13 **Working the floor. (companies that will exhibit in the 1996 American Booksellers Association convention)** - May 20 - 1996 - Gale Group Trade and Industry Database™
  - ☐ 14 **Surfing the yellow pages. (interactive on-line telephone books) (Industry Trend or Event)** - June - 1996 - Gale Group Computer Database™
  - ☐ 15 **Debating electronic personalization** - Jul 1996 - Word Count: 725 - ABI/INFORM®
  - ☐ 16 **Debating electronic personalization. (Internet) (includes online glossary)** - July - 1996 - Gale Group Trade and Industry Database™
  - ☐ 17 **OPEN MARKET AND LEADING SERVICE PROVIDERS COMMERCE-ENABLE THE WORLD WIDE WEB** - July 16 - 1996 - Word Count: 1432 - Gale Group PROMT®
  - ☐ 18 **World wide wedge: division and contradiction in the global information infrastructure.** - July-August - 1996 - Gale Group Trade and Industry Database™
  - ☐ 19 **LEADING SOFTWARE VENDORS TO USE OPEN MARKET SOFTWARE TO CREATE NEW INTERNET COMMERCE SOLUTIONS FOR BUSINESSES** - July 23 - 1996 - Word Count: 828 - Gale Group PROMT®
  - ☐ 20 **Catalog award winners crowned** - Aug 1996 - Word Count: 553 - ABI/INFORM®
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**Search Report****Database Name      Database Number**

|                    |     |
|--------------------|-----|
| BUSINESS & INDUS   | 9   |
| BUSINESS WIRE      | 610 |
| BUSINESS WIRE      | 810 |
| MCGRAW-HILL PUBS   | 624 |
| NEW PRODUCT ANNMNT | 621 |
| NEWSLETTER DB      | 636 |
| PR NEWSWIRE        | 613 |
| PR NEWSWIRE        | 813 |
| SAN JOSE MERCURY   | 634 |
| GLOBAL REPORTER    | 20  |
| MAGAZINE DBASE     | 47  |
| BUSINESS DATELINE  | 635 |
| MKT&ADV REF SERV   | 570 |
| FT INFORMATION LTD | 476 |

**Set      Description**

|    |   |
|----|---|
| S1 | ((customer(1N)service) AND (website))   |
| S2 | S1  |
| S3 | (electronic or cyber or online or on()line or internet or virtual or web)(n2)(shop? Or retail? Or mall? ? Or catalog?) or e()(shop or tail) or teleshop? Or videotext?(n2)shop? Or PC=7372640 |
| S4 | s2 and s3   |
| S5 | RD  |
| S6 | SORT /ALL/pd,a  |

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- ☐ **1 Plastic-bodied drainage products: a new wave in commercial specification?** - December 2004 - Business & Industry®
- ☐ **2 E-commerce misses hispanic shoppers.** - December 2004 - Business & Industry®
- ☐ **3 Look before you leap: 9 things you need to consider when selecting a web host.** - November 2004 -

## Business &amp; Industry®

- ☐ 4 **The Big Picture.** - December 01, 2004 - Business & Industry®
- ☐ 5 **Research slates e-tailers' site search facilities.** - November 11, 2004 - Business & Industry®
- ☐ 6 **The virtual carrier: customers can help themselves and decrease your overhead costs with online services. But if you build them, will they come?** - November 2004 - Business & Industry®
- ☐ 7 **Something old, something new ... bringing old fashioned salespeople online.** - October 2004 - Business & Industry®
- ☐ 8 **LEGISLATION: Breaking the barriers.** - September 04, 2004 - Business & Industry®
- ☐ 9 **9 tips to improve your site for the holidays.** - August 15, 2004 - Business & Industry®
- ☐ 10 **Debt, overhead strangle JoeAuto.** - June 2004 - Business & Industry®
- ☐ 11 **The document is temporarily unavailable.**
- ☐ 12 **Technology and marketing: we live in a hi-tech world—and technology-based marketing solutions can help SMEs grow successfully.** - May 2004 - Business & Industry®
- ☐ 13 **Catalogers Love Valentine's Day.** - April 01, 2004 - Business & Industry®
- ☐ 14 **THE DIGITAL PLAYERS.** - April 12, 2004 - Business & Industry®
- ☐ 15 **Bringing a smile to internet banking.** - March 2004 - Business & Industry®
- ☐ 16 **Seven Strategies for Expanding Your Business.** - January 01, 2004 - Business & Industry®
- ☐ 17 **Spirit of collaboration gets the e-tills ringing: e-tailers have prepared early for Christmas with corporate tie-ins and celebrity endorsements to make shoppers part with their cash.** - November 27, 2003 - Business & Industry®
- ☐ 18 **Site vision: online grocery shopping has come a long way in a short time, with 2 million shoppers now registered with the three main players. But, as David Reed reports, converting them to regular buyers is the next challenge.** - October 17, 2003 - Business & Industry®
- ☐ 19 **Quality Vs. Quantity.** - December 01, 2003 - Business & Industry®
- ☐ 20 **RETAILERS SHARPEN GROWING ONLINE STRATEGIES; AS THE WEB'S RETAIL AUDIENCE INCREASES, SUCCESSFUL FOOTWEAR MERCHANTS SAY IT'S ALL ABOUT MAKING NEW AND REPEAT CUSTOMERS COMFORTABLE WITH WEB BUYING.** - December 01, 2003 - Business & Industry®

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**Search results:** **62660** titles (results greater than 5000 are unsorted)

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[tail](#) [more](#)

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| Database Name | Database Number |
|---------------|-----------------|
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|            |    |
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| ABI/INFORM | 15 |
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| PROMT (90-PRESENT) | 16 |
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| PROMT (1972-1989) | 160 |
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| COMPUTER DATABASE | 275 |
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| TRADE&INDUSTRY | 148 |
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| Set | Description |
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| S1 | ((online) AND (help)) |
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| S3 | (electronic or cyber or online or on()line or internet or virtual or web)(n2)(shop? Or retail? Or mall? ? Or catalog?) or e()<br>(shop or tail) or teleshop? Or videotext?(n2)shop? Or<br>PC=7372640 |
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| S6 | SORT /ALL/pd,a |
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- ☐ 1 **No fireworks, just work in future of e-commerce** - Jan 2005 - Word Count: 2248 - ABI/INFORM®
  - ☐ 2 **How To Avoid The 'Chain Of Mistakes'** - 2004 - Word Count: 2369 - ABI/INFORM®
  - ☐ 3 **Irradiation Gains Converts** - Feb 2003 - Word Count: 2105 - ABI/INFORM®
  - ☐ 4 **Applications of recommender systems in target selection** - Oct 2004 - Word Count: 3367 - ABI/INFORM®
  - ☐ 5 **Effect of brand name on consumers' risk perceptions of online shopping** - Oct 2004 - Word Count: 5802 - ABI/INFORM®
  - ☐ 6 **Stop, Look, Listen-and Click** - Jan 2005 - Word Count: 1565 - ABI/INFORM®
  - ☐ 7 **Year in Review** - Dec 2004 - Word Count: 3486 - ABI/INFORM®
  - ☐ 8 **The Pros & Cons of Online Warranties** - Dec 2004 - Word Count: 808 - ABI/INFORM®
  - ☐ 9 **LET YOUR FINGERS DO THE LOCKING** - Jan 24, 2005 - Word Count: 931 - ABI/INFORM®
  - ☐ 10 **e-CONSUMER COMPLAINTS ABOUT ON-LINE STORES** - 2004 - Word Count: 8542 - ABI/INFORM®
  - ☐ 11 **Building Compliant IT Systems** - Nov/Dec 2004 - Word Count: 1943 - ABI/INFORM®
  - ☐ 12 **The Revolution Masterclass on content management** - Dec 2004 - Word Count: 2794 - ABI/INFORM®
  - ☐ 13 **Shoppers tapping into high tech** - Jan 10, 2005 - Word Count: 886 - ABI/INFORM®
  - ☐ 14 **Evolving tastes eye lamps with fashion flair** - Jan 10, 2005 - Word Count: 728 - ABI/INFORM®

- ☐ 15 Web sites and in-store Internet kiosks allow retail customers to have it their way - Jan 10, 2005 - Word Count: 420 - ABI/INFORM®
- ☐ 16 How to enhance your customers' agency experience - Dec 2004 - Word Count: 2917 - ABI/INFORM®
- ☐ 17 Prince George's County Lays the Groundwork For New Businesses - Dec 2004 - Word Count: 5405 - ABI/INFORM®
- ☐ 18 Three Keys to Mortgage Success - Jan 2005 - Word Count: 1467 - ABI/INFORM®
- ☐ 19 Petco and Privacy - Jan 2005 - Word Count: 642 - ABI/INFORM®
- ☐ 20 Bob Greenberg - Jan 3, 2005 - Word Count: 1229 - ABI/INFORM®

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